

**Description:**

Physical Health Services are delivered through contracts with the Public Health Districts and other providers. Program areas include: immunizations, chronic and communicable disease prevention and intervention, food safety, reduction of health risks from environmental exposures, promotion of maternal and child health, improving access to rural health care, and vital records. Emergency Medical Services conducts ambulance licensing, certification and recertification to EMS personnel, operates the statewide EMS communications center, and provides technical assistance and grants to community EMS units, evaluation of EMS system performance, and other related activities. Laboratory Services is one of several basic support systems administered by the Division of Health for a variety of physical health programs, environmental control programs, and other divisions and programs of the Department. In addition, The Bureau of Laboratories provides laboratory support to the District Health Departments and other departments of state government in accordance with written agreements.

**Major Functions and Targeted Performance Standard(s) for Each Function:**

1. Identify major health and safety risks to Idaho citizens and develop and implement strategies to reduce the risks.
  - A. Major health and safety risks identified and prioritized annually, and strategies implemented to reduce the risks. \* Prioritization completed on time and within scope. Strategies implemented on time and within scope.

Actual Results			
1998	1999	2000	2001
		Initiated FY 2001	Prioritization Completed
Projected Results			
2002	2003	2004	2005
*	*	*	*

2. Identify individual, family and community resources necessary to support the well being of Idahoans, and develop and implement strategies to align and coordinate these resources.
  - A. Individual, family and community resources identified and strategies implemented annually to align and coordinate these resources. \*Identification of individual, family and community resources is completed on time and within scope. Strategies developed and implemented to align and coordinate resources completed on time and within scope.

Actual Results			
1998	1999	2000	2001
		Initiated FY 2001	Policy Model Developed * Imple
Projected Results			
2002	2003	2004	2005
*	*	*	*

3. Identify and apply models of establishing partnerships for a sustainable and integrated health and human service systems.
  - A. Models of establishing partnerships are identified, and annually are applied these models to sustain and integrate health and human service systems. \*Models for establishing partnerships to sustain and integrate health and human service systems identified and applied on time and within scope.

Actual Results			
1998	1999	2000	2001
		Initiated FY 2001	Partnership Inventory Complete
Projected Results			
2002	2003	2004	2005
*	*	*	*

## Health & Welfare, Department of Public Health Services

4. Define, plan and implement the principles of a Learning Organization.
  - A. Principles of a Learning Organization for the Department are defined, planned and implemented.  
\*Principles of a Learning Organization defined, planned and implemented on time and within scope.

Actual Results			
1998	1999	2000	2001
		Initiated FY 2001	g for staff developed & imple
Projected Results			
2002	2003	2004	2005
*	*	*	*

5. Identify and recommend solutions for opportunities to align structures, people and technology while improving communication and customer service in support of the desired outcomes of all other goals.
  - A. Opportunities identified and recommendations made to align structures, people and technology annually. Customer service plans with uniform standards developed and implemented statewide and updated annually. Communications plan developed and implemented statewide and updated annually. \*Solutions for opportunities to align structure, people and technology identified and recommendations made on time and within scope. Customer service and communications plans completed and updated on time and within scope. (FY 2001 Actual - Recommendations Reviewed, Customer Service Plan developed and implemented, Communications Plan developed and implemented, Opportunities identified and recommendations made.

Actual Results			
1998	1999	2000	2001
		Initiated FY 2001	See Target
Projected Results			
2002	2003	2004	2005
*	*	*	*

### Program Results and Effect:

Vaccine-preventable disease: The percent of fully immunized children under the age of three has risen from 70% to 75%.

Prenatal health care: The percent of women receiving care in the first trimester has increased to 80.9 % in calendar year 2000.

For more information contact Patricia Johnson at 334-5583.

## Health & Welfare, Department of Self-Reliance Programs

### Description:

The Self-Reliance program administers several benefit programs including Temporary Assistance to Families in Idaho (TAFI), Child Support, Child Care, Food Stamps and various community based grant programs. TAFI is a time-limited cash assistance and work services program with an emphasis on self-reliance and personal responsibility. This program started in July 1997 and replaced the AFDC and work related (JOBS) program. The Self-Reliance program also administers the Idaho Child Care Program (ICCP), Aid to the Aged, Blind and Disabled, Food Stamps, Refugee Medical Assistance. Self-Reliance is also responsible for the eligibility determinations in these programs and in the Medicaid program. The Self-Reliance Program also designs and implements other supportive services to help families and individuals move to greater self-reliance. Community based programs include the Community Service Block Grant, Low Income Energy Assistance, Low Income Weatherization Assistance, Emergency Food Assistance and the Telephone Assistance Program. The Child Support program is responsible for establishing and enforcing child support orders and medical support orders, modifying child support orders to ensure that support awards remain comparable to changes in parental income, and collecting child support. Child support is collected for families receiving assistance from the state (i.e., TAFI and foster care cases) and, effective October 1998, for all other court ordered support in the state.

### Major Functions and Targeted Performance Standard(s) for Each Function:

1. Identify major health and safety risks to Idaho citizens and develop and implement strategies to reduce the risks.
  - A. Major health and safety risks identified and prioritized annually, and strategies implemented to reduce the risks. \*Prioritization completed on time and within scope. Strategies implemented on time and within scope.

Actual Results			
1998	1999	2000	2001
		Initiated in FY 2001	Prioritization Completed
Projected Results			
2002	2003	2004	2005
*	*	*	*

2. Identify individual, family and community resources necessary to support the well being of Idahoans, and develop and implement strategies to align and coordinate these resources.
  - A. Individual, family and community resources identified and strategies implemented annually to align and coordinate these resources. \*Identification of individual, family and community resources is completed on time and within scope. Strategies developed and implemented to align and coordinate resources completed on time and within scope.

Actual Results			
1998	1999	2000	2001
		Initiated FY 2001	icy Model developed and imp
Projected Results			
2002	2003	2004	2005
*	*	*	*

3. Identify and apply models of establishing partnerships for a sustainable and integrated health and human service systems.
  - A. Models of establishing partnerships are identified, and annually are applied these models to sustain and integrate health and human service systems. \*Models for establishing partnerships to sustain and integrate health and human service systems identified and applied on time and within scope.

Actual Results			
1998	1999	2000	2001
		Initiated FY 2001	Partnership Inventory Complete
Projected Results			
2002	2003	2004	2005
*	*	*	*

## Health & Welfare, Department of

### Self-Reliance Programs

4. Define, plan and implement the principles of a Learning Organization.
  - A. Principles of a Learning Organization for the Department are defined, planned and implemented.
 

\*Principles of a Learning Organization defined, planned and implemented on time and within scope.

Actual Results			
1998	1999	2000	2001
		Initiated FY 2001	for staff developed and imple
Projected Results			
2002	2003	2004	2005
*	*	*	*

5. Identify and recommend solutions for opportunities to align structures, people and technology while improving communication and customer service in support of the desired outcomes of all other goals.
  - A. Opportunities identified and recommendations made to align structures, people and technology annually. Customer service plans with uniform standards developed and implemented statewide and updated annually. Communications plan developed and implemented statewide and updated annually. \*Solutions for opportunities to align structure, people and technology identified and recommendations made on time and within scope. Customer service and communications plans completed and updated on time and within scope. (FY 2001 Actual - Recommendations Reviewed, Customer Service Plan developed and implemented, Communications Plan developed and implemented, Opportunities identified and recommendations made.

Actual Results			
1998	1999	2000	2001
		Initiated FY 2001	See Target
Projected Results			
2002	2003	2004	2005
*	*	*	*

#### Program Results and Effect:

The implementation of Welfare Reform changes should result in more participants working, fewer participants receiving cash assistance, reduction in the average length of time spent on cash assistance, more emphasis on child support payment collection and paternity establishment, and more utilization of the Idaho Child Care Program.

For more information contact Patricia Johnson at 334-5583.

## Health & Welfare, Department of Medical Assistance Services

### Description:

Responsibilities of this program include administering plans to finance and deliver health services for people at risk due to low income and other factors, such as youth, old age, pregnancy, or disability, pursuant to state and federal Medicaid requirements. Additional responsibilities involve licensing and certification of health facilities to meet state and federal requirements and to participate in Medicaid and Medicare.

### Major Functions and Targeted Performance Standard(s) for Each Function:

1. Identify major health and safety risks to Idaho citizens and develop and implement strategies to reduce the risks.

A. Major health and safety risks identified and prioritized annually, and strategies implemented to reduce the risks. \*Prioritization completed on time and within scope. Strategies implemented on time and within scope.

Actual Results			
1998	1999	2000	2001
		Initiated in FY 2001	Prioritization Completed
Projected Results			
2002	2003	2004	2005
*	*	*	*

2. Identify individual, family and community resources necessary to support the well being of Idahoans, and develop and implement strategies to align and coordinate these resources.

A. Individual, family and community resources identified and strategies implemented annually to align and coordinate these resources. \*Identification of individual, family and community resources is completed on time and within scope. Strategies developed and implemented to align and coordinate resources completed on time and within scope.

Actual Results			
1998	1999	2000	2001
		Initiated FY 2001	cy Model developed and imp
Projected Results			
2002	2003	2004	2005
*	*	*	*

3. Identify and apply models of establishing partnerships for a sustainable and integrated health and human service systems.

A. Models of establishing partnerships are identified, and annually are applied these models to sustain and integrate health and human service systems. \*Models for establishing partnerships to sustain and integrate health and human service systems identified and applied on time and within scope.

Actual Results			
1998	1999	2000	2001
		Initiated FY 2001	Partnership Inventory Complete
Projected Results			
2002	2003	2004	2005
*	*	*	*

## Health & Welfare, Department of Medical Assistance Services

4. Define, plan and implement the principles of a Learning Organization.
  - A. Principles of a Learning Organization for the Department are defined, planned and implemented.  
\*Principles of a Learning Organization defined, planned and implemented on time and within scope.

Actual Results			
1998	1999	2000	2001
		Initiated FY 2001	g for staff developed & imple
Projected Results			
2002	2003	2004	2005
*	*	*	*

5. Identify and recommend solutions for opportunities to align structures, people and technology while improving communication and customer service in support of the desired outcomes of all other goals.
  - A. Opportunities identified and recommendations made to align structures, people and technology annually. Customer service plans with uniform standards developed and implemented statewide and updated annually. Communications plan developed and implemented statewide and updated annually. \*Solutions for opportunities to align structure, people and technology identified and recommendations made on time and within scope. Customer service and communications plans completed and updated on time and within scope. ((FY 2001 Actual - Recommendations Reviewed, Customer Service Plan developed and implemented, Communications Plan developed and implemented, opportunities identified and recommendations made.)

Actual Results			
1998	1999	2000	2001
		Initiated FY 2001	See Target standard above
Projected Results			
2002	2003	2004	2005
*	*	*	*

### Program Results and Effect:

The Healthy Connections program began in 1993 and rapidly grew until 1996. Today the program operates in 39 of Idaho's 44 counties and enrollment levels of both clients and providers has stabilized. Program staff are renewing efforts to recruit additional primary care physicians in urban levels. The program remains cost-effective over the fee-for-service environment.

Safe and effective care has become a major issue in all health care settings. In the long term care industry 24 critical care indicators have been developed and went into effect in July. Facilities are required to provide the state with quarterly reports on each resident's condition. Facilities that have incidents of falls, broken hips, pressure sores and weight loss higher than state norms are targeted for survey. In the residential care industry, a law has been passed that requires all individuals providing care commercially to meet adult foster care standards if they provide care to two or less individuals and to meet the residential care standards if they provide care to three or more individuals. These new regulations that went into effect on July 1, 1999 will now apply to Adult Foster Care Homes, Personal Care Service Homes, Specialized Family Homes, and Residential Care Facilities. We will be providing extensive training in all seven regions during September and October and will be gathering base line data during the coming year. A decision will be made once we have the data to determine future goals and expectations for the industry.

For more information contact Patricia Johnson at 334-5583.

**Description:**

The Family and Children's Services program is responsible for a variety of programs with the goal of increasing the safety, and promoting the permanency and well-being of children. Child protection safety and risk assessments are conducted by licensed social workers in conjunction with members of local Multidisciplinary child abuse and neglect teams. Consistent with the severity of the abuse and/or neglect, age of the child, and ability of the family to respond effectively, services are provided to families on a voluntary basis, under in-home court supervision or when children have been removed from the home. The Department provides foster care services to children in the state's custody who have been abused, neglected, or are seriously emotionally disturbed or consistent with voluntary agreements with families who are in need of this service to adequately deal with these issues to protect safety and well-being of the child involved. Many of these children present unique challenges for foster parents around school, community, and family relationship issues. Foster parents are the most significant resource for the temporary or permanent placement of children. Family and Children's Services provides adoption services for children with special needs who are in the guardianship of the Department. Adoption assistance in the form of monthly subsidies and medical assistance is available for children with special needs. Public mental health services for children, youth and their families are provided through Family and Children's Services. The Department provides outpatient therapeutic services and support services in addition to residential and inpatient services.

**Major Functions and Targeted Performance Standard(s) for Each Function:**

1. Identify major health and safety risks to Idaho citizens and develop and implement strategies to reduce the risks.
  - A. Major health and safety risks identified and prioritized annually, and strategies implemented to reduce the risks. \*Prioritization completed on time and within scope. Strategies implemented on time and within scope.

Actual Results			
1998	1999	2000	2001
		Initiated in FY 2001	Prioritization Completed
Projected Results			
2002	2003	2004	2005
*	*	*	*

2. Identify individual, family and community resources necessary to support the well being of Idahoans, and develop and implement strategies to align and coordinate these resources.
  - A. Individual, family and community resources identified and strategies implemented annually to align and coordinate these resources. \*Identification of individual, family and community resources is completed on time and within scope. Strategies developed and implemented to align and coordinate resources completed on time and within scope.

Actual Results			
1998	1999	2000	2001
		Initiated in FY 2001	Policy Model developed and implemented
Projected Results			
2002	2003	2004	2005
*	*	*	*

## Health & Welfare, Department of Children's Services

3. Identify and apply models of establishing partnerships for a sustainable and integrated health and human service systems.
  - A. Models of establishing partnerships are identified, and annually are applied these models to sustain and integrate health and human service systems. \*Models for establishing partnerships to sustain and integrate health and human service systems identified and applied on time and within scope.

Actual Results			
1998	1999	2000	2001
		Initiated FY 2001	Partnership Inventory Complete
Projected Results			
2002	2003	2004	2005
*	*	*	*

4. Define, plan and implement the principles of a Learning Organization.
  - A. Principles of a Learning Organization for the Department are defined, planned and implemented. \*Principles of a Learning Organization defined, planned and implemented on time and within scope.

Actual Results			
1998	1999	2000	2001
		Initiated in FY 2001	for staff developed and imple
Projected Results			
2002	2003	2004	2005
*	*	*	*

5. Identify and recommend solutions for opportunities to align structures, people and technology while improving communication and customer service in support of the desired outcomes of all other goals.
  - A. Opportunities identified and recommendations made to align structures, people and technology annually. Customer service plans with uniform standards developed and implemented statewide and updated annually. Communications plan developed and implemented statewide and updated annually. \*Solutions for opportunities to align structure, people and technology identified and recommendations made on time and within scope. Customer service and communications plans completed and updated on time and within scope. (FY 2001 Actual- Recommendations Reviewed, Customer Service Plan developed and implemented, Communications Plan developed and implemented, Opportunities identified and recommendations made.)

Actual Results			
1998	1999	2000	2001
		Initiated FY 2001	See Target above
Projected Results			
2002	2003	2004	2005
*	*	*	*

### Program Results and Effect:

Children's Services, at the community level, provides child protection and children's mental health services to children and families where risk factors make the child's living at home not sufficiently safe, as well as early intervention prevention services in partnership with local school districts. Adoption services are provided for special needs children whose parents have had their parental rights terminated and are in the Department's guardianship. Idaho's citizens benefit from these protection and treatment services and children are able to live in permanent and safe family homes. Prevention and early intervention services provide strategies to reduce safety risks to children and reduce the need to remove children from their homes.

For more information contact Patricia Johnson at 334-583.

## Health & Welfare, Department of Indirect Support Services

### Description:

This program provides the central administrative functions for the Department. The Office of the Director provides central policy direction for the agency; the Office of Legal Services provides legal advice, monitoring, and litigation services; the Bureau of Financial Services manages the budget process including preparation, allocation and expenditure monitoring and control, manages the cash balance including federal funds and indirect cost allocation, controls FISCAL operations, is responsible for statewide financial planning and necessary support documents for the Department, accounting, purchasing, contract review, payroll and employee records; the Bureau of Management Review is responsible for conducting program operation and internal control reviews of receipting including Child Support payments, motor pool operations, contracting procedures and Divisional and Regional operations. Additionally this bureau provides criminal history checks, inventory control, forms control and distribution, and clerical support for the Division of Management Services; the Bureau of Facilities Management coordinates and manages physical plant and facilities needs for all department programs and staff, arranges for preventive maintenance on the Department's state-owned facilities, and coordinates construction and remodeling projects with the Department of Public Works. The Division of Human Resources is responsible for position management, recruiting, performance evaluation, equal employment and affirmative action, policy development and personnel management problem solving. The Division of Information Systems helps plan, develop and operate all data processing within the Department. Regional directors serve as the Department's liaison to the communities and are responsible for day-to-day operations such as negotiated leases, service of motor pool vehicles, payment of bills, personnel management, and word processing.

### Major Functions and Targeted Performance Standard(s) for Each Function:

1. Identify major health and safety risks to Idaho citizens and develop and implement strategies to reduce the risks
  - A. Major health and safety risks identified and prioritized annually, and strategies implemented to reduce the risks. \*Prioritization completed on time and within scope. Strategies implemented on time and within scope.

Actual Results			
1998	1999	2000	2001
		Initiated FY 2001	Prioritization Completed
Projected Results			
2002	2003	2004	2005
*	*	*	*

2. Identify individual, family and community resources necessary to support the well being of Idahoans, and develop and implement strategies to align and coordinate these resources.
  - A. Individual, family and community resources identified and strategies implemented annually to align and coordinate these resources. \*Identification of individual, family and community resources is completed on time and within scope. Strategies developed and implemented to align and coordinate resources completed on time and within scope.

Actual Results			
1998	1999	2000	2001
		Initiated FY 2001	icy Model developed and imp
Projected Results			
2002	2003	2004	2005
*	*	*	*

## Health & Welfare, Department of Indirect Support Services

3. Identify and apply models of establishing partnerships for a sustainable and integrated health and human service systems.
  - A. Models of establishing partnerships are identified, and annually are applied these models to sustain and integrate health and human service systems. \*Models for establishing partnerships to sustain and integrate health and human service systems identified and applied on time and within scope.

Actual Results			
1998	1999	2000	2001
		Initiated FY 2001	Partnership Inventory Complete
Projected Results			
2002	2003	2004	2005
*	*	*	*

4. Define, plan and implement the principles of a Learning Organization.
  - A. Principles of a Learning Organization for the Department are defined, planned and implemented. \*Principles of a Learning Organization defined, planned and implemented on time and within scope.

Actual Results			
1998	1999	2000	2001
		Initiated FY 2001	for staff developed and imple
Projected Results			
2002	2003	2004	2005
*	*	*	*

5. Identify and recommend solutions for opportunities to align structures, people and technology while improving communication and customer service in support of the desired outcomes of all other goals.
  - A. Opportunities identified and recommendations made to align structures, people and technology annually. Customer service plans with uniform standards developed and implemented statewide and updated annually. Communications plan developed and implemented statewide and updated annually. \*Solutions for opportunities to align structure, people and technology identified and recommendations made on time and within scope. Customer service and communications plans completed and updated on time and within scope. (FY 2001 Actual- Recommendations Reviewed, Customer Service Plan developed and implemented, Communications Plan developed and implemented, Opportunities identified and recommendations made.)

Actual Results			
1998	1999	2000	2001
		Initiated FY 2001	See Target above
Projected Results			
2002	2003	2004	2005
*	*	*	*

### Program Results and Effect:

Program Results and Effect: This program provides the central administrative structure and support for the Department of Health and Welfare. The support activities provided makes it possible for the rest of the Department's programs to deliver services to the citizens of Idaho.

For more information contact Patricia Johnson at 334-5583.

**Description:**

In Mental Health Services, the State of Idaho is committed to a community-based, consumer-guided and organized system of care for its adult citizens experiencing serious mental illness, utilizing state of the art approaches to care and treatment that are proven to be effective and cost efficient. Currently, services are delivered primarily through seven regional, state-operated community mental health centers. State Hospital North and State Hospital South provide both short and long term 24-hour inpatient care and treatment for consumers who are not able to remain safely in the community setting. In Substance Abuse Services, all direct treatment services are provided through contracts with private providers. These direct services include social detoxification, residential and outpatient and intensive outpatient treatment as well as case management for certain women and children served. Prevention is also an important part of the program's responsibility, and is delivered through contracts that include community and parent education, school-based programs for both students and teachers, and intervention with high-risk youth.

**Major Functions and Targeted Performance Standard(s) for Each Function:**

1. Identify major health and safety risks to Idaho citizens and develop and implement strategies to reduce the risks.
  - A. Major health and safety risks identified and prioritized annually, and strategies implemented to reduce the risks. \*Prioritization completed on time and within scope. Strategies implemented on time and within scope.

Actual Results			
1998	1999	2000	2001
		Initiated FY 2001	Prioritization Completed
Projected Results			
2002	2003	2004	2005
*	*	*	*

2. Identify individual, family and community resources necessary to support the well being of Idahoans, and develop and implement strategies to align and coordinate these resources.
  - A. Individual, family and community resources identified and strategies implemented annually to align and coordinate these resources. \*Identification of individual, family and community resources is completed on time and within scope. Strategies developed and implemented to align and coordinate resources completed on time and within scope.

Actual Results			
1998	1999	2000	2001
		Initiated FY 2001	Service Plan developed and implemented
Projected Results			
2002	2003	2004	2005
*	*	*	*

3. Identify and apply models of establishing partnerships for a sustainable and integrated health and human service systems.
  - A. Models of establishing partnerships are identified, and annually are applied these models to sustain and integrate health and human service systems. \*Models for establishing partnerships to sustain and integrate health and human service systems identified and applied on time and within scope.

Actual Results			
1998	1999	2000	2001
		Initiated FY 2001	Partnership Inventory Completed
Projected Results			
2002	2003	2004	2005
*	*	*	*

## Health & Welfare, Department of

### Mental Health Services

4. Define, plan and implement the principles of a Learning Organization.
  - A. Principles of a Learning Organization for the Department are defined, planned and implemented.
 

\*Principles of a Learning Organization defined, planned and implemented on time and within scope.

Actual Results			
1998	1999	2000	2001
		Initiated FY 2001	for staff developed and imple
Projected Results			
2002	2003	2004	2005
*	*	*	*

5. Identify and recommend solutions for opportunities to align structures, people and technology while improving communication and customer service in support of the desired outcomes of all other goals.
  - A. Opportunities identified and recommendations made to align structures, people and technology annually. Customer service plans wit uniform standards developed and implemented statewide and updated annually. Communications plan developed and implemented statewide and updated annually. \*Solutions for opportunities to align structure, people and technology identified and recommendations made on time and within scope. Customer service and communications plans completed and updated on time and within scope. (FY 2001 Actual- Recommendations Reviewed, Customer Service Plan developed and implemented, Communications Plan developed and implemented, Opportunities identified and recommendations made)

Actual Results			
1998	1999	2000	2001
		Initiated FY 2001	See Target
Projected Results			
2002	2003	2004	2005
*	*	*	*

#### Program Results and Effect:

1. Psychosocial rehabilitation services working with consumers in natural environments to improve their abilities in normalized community living situations are available through participation of private sector providers in all regions.
2. In conjunction with the two state hospitals an annual meeting of psychiatrists serving public funded consumers is facilitated to promote exchange of knowledge and best practice. Idaho Community Support activities provide a focal point to address empowerment, advocacy and self-determination of consumers and family members.
3. Regional mental health programs actively work with community partners to assure timely and clinically effective interventions to assist consumers in crisis and provide services through community ACT teams or mobile crisis efforts. Services include those for persons who are dually diagnosed with substance abuse and mental health issues.
4. State substance Abuse Executive Council and regional substance abuse authorities determine the continuum of service to be provided in each region based upon a needs assessment and consistent with funds available.

For more information contact Patricia Johnson at 334-5583.

**Description:**

Idaho's Developmental Disabilities Program works with community partners to manage and deliver specialized services for children and adults with developmental disabilities. Services are vital to assure the health and safety of the increasing number of Idahoans with developmental disabilities. Children with developmental delays and their families receive timely intervention and therapy in the critical first three years of life through the Infant Toddler Program, strengthening the family's capacity to care for their children and reducing or eliminating the need for costly services later. Adults with developmental disabilities gain employment skills, learn independent living skills, and receive the residential supports and opportunities they need to participate fully in community life. People with extreme behavioral and medical problems receive specialized, intensive, and short-term services at Idaho State School and Hospital in order to return to their home communities with the skills and supports they need to live safely and successfully.

**Major Functions and Targeted Performance Standard(s) for Each Function:**

1. Identify major health and safety risks to Idaho citizens and develop and implement strategies to reduce the risks.
  - A. Major health and safety risks identified and prioritized annually, and strategies implemented to reduce the risks. \*Prioritization completed on time and within scope. Strategies implemented on time and within scope.

Actual Results			
1998	1999	2000	2001
		Initiated FY 2001	Prioritization Completed
Projected Results			
2002	2003	2004	2005
*	*	*	*

2. Identify individual, family and community resources necessary to support the well being of Idahoans, and develop and implement strategies to align and coordinate these resources.
  - A. Individual, family and community resources identified and strategies implemented annually to align and coordinate these resources. \*Identification of individual, family and community resources is completed on time and within scope. Strategies developed and implemented to align and coordinate resources completed on time and within scope.

Actual Results			
1998	1999	2000	2001
		Initiated FY 2001	cy Model developed and imp
Projected Results			
2002	2003	2004	2005
*	*	*	*

3. Identify and apply models of establishing partnerships for a sustainable and integrated health and human service systems.
  - A. Models of establishing partnerships are identified, and annually are applied these models to sustain and integrate health and human service systems. \*Models for establishing partnerships to sustain and integrate health and human service systems identified and applied on time and within scope.

Actual Results			
1998	1999	2000	2001
		Initiated FY 2001	rtnership Inventory Comple
Projected Results			
2002	2003	2004	2005
*	*	*	*

## Health & Welfare, Department of Developmental Disabilities Services

4. Define, plan and implement the principles of a Learning Organization.
- A. Principles of a Learning Organization for the Department are defined, planned and implemented.  
\*Principles of a Learning Organization defined, planned and implemented on time and within scope.

Actual Results			
1998	1999	2000	2001
		Initiated FY 2001	for staff developed and imple
Projected Results			
2002	2003	2004	2005
*	*	*	*

5. Identify and recommend solutions for opportunities to align structures, people and technology while improving communication and customer service in support of the desired outcomes of all other goals.
- A. Opportunities identified and recommendations made to align structures, people and technology annually. Customer service plans with uniform standards developed and implemented statewide and updated annually. Communications plan developed and implemented statewide and updated annually. \*Solutions for opportunities to align structure, people and technology identified and recommendations made on time and within scope. Customer service and communications plans completed and updated on time and within scope. (FY 2001 Actual- Recommendations Reviewed, Customer Service Plan developed and implemented, Communications Plan developed and implemented, Opportunities identified and recommendations made.)

Actual Results			
1998	1999	2000	2001
		Initiated Fy 2001	See Target above
Projected Results			
2002	2003	2004	2005
*	*	*	*

### Program Results and Effect:

970 adults with developmental disabilities used home and community based waiver services to live in their home communities and avoid costly institutionalization.  
61 people used home and community based waiver and other services to return to their home communities from ISSH.  
2,378 infants and toddlers received early intervention services to maximize their potential in the critical early years.

For more information contact Patricia Johnson at 334-5583.